



CHAPTER 19

Troubleshooting

Troubleshooting Users

When a user complains of issues such as poor voice quality or slow application response time, Prime Infrastructure can help you isolate the source of the problem.

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- Step 1** In the search box, enter the name of the user (or client) who is experiencing the issue.
The Search Results box appears listing the number of item(s) that owned by the user name you entered.
- Step 2** In the Monitor column, click **View List** to see all devices, both wired and wireless, to which this user is assigned.



Note In order for Prime Infrastructure to classify data as coming from wired or wireless devices, you must configure your NAM on the same switch to which your controller is connected. The NAM needs to view the same traffic the controller is viewing

- Step 3** Select a device for which you want to view further details.
- Step 4** Use the dashboards described in [Table 19-1](#) to gather details about the problems users are experiencing.
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Table 19-1 *Using Prime Infrastructure Dashboards to Troubleshoot User Problems*

Step	Use This Dashboard...	To Gather This Type of Information
1.	End User Experience	<p>Detailed information about the user, including:</p> <ul style="list-style-type: none"> • All devices being used by the user, which can include desktop computers, notebooks, tablets, cellular phones, etc. • Which of the user's devices, both wired and wireless, are accessing which applications? • Top N applications shows each application's usage, further categorized as wired (green) or wireless (blue). Details about client traffic, conversations and packet loss can be filtered on a wired vs. wireless basis.
2.	Site	<p>Determine if other users at the site are experiencing the same issues, as well as the following details:</p> <ul style="list-style-type: none"> • What clients are associated to the site? • What applications are being used in the site? • Is one application in a site getting all the bandwidth? • How does application response time vary for all users in a site? • Are there site connectivity issues with the site routers to the datacenter or branch? • What is the device health and alarm status of the site router?
3.	Application	<p>Determine if there is a particular application for which all users are experiencing problems, as well as the following details:</p> <ul style="list-style-type: none"> • How is the application server health and performance? • Which clients are the biggest consumers for this application? • Are any clients misusing the application as evidenced by the volume of traffic to/from the client?